

More choice and control for vulnerable adults and older people									
2007/08 outturn	PI ref	PI description	Q1	Q2	compared to target	2008/09 year-end target	predicted performance to target	Progress to date	Remedial Action
31,336	LAA HC&OP 03 (2) a	Older people in receipt of council tax benefit (LAA stretch target)	31,375	31,960		37,367		Reports have been shared with LAA Partnership in relation to issues associated with the achievement of this LAA Stretch target.	All eight local authorities in the County are involved in a research project with the Department for Work and Pensions (DWP) aimed at increasing the number of older people in receipt of Council Tax Benefit. The project is called Odyssey Live Verification Exercise(OLIVE). The involvement of the County Durham authorities is as a result of negotiation on the part of the DCC Welfare Rights Team. Each local authority has been given a sample of 600 Older People with a potential entitlement to Council Tax Benefit. The people will be contacted by telephone, letter or personal visit to determine their eligibility for Council Tax benefit. The project will run from October-December. The DWP will be producing evaluation of the research project in the new year.
126.40	LAA HC&OP 05a	Adults and older people receiving direct payments per 100,000 18+ population (LAA stretch target)	139.40	145.60		150.00		This indicator measures the number of adult service users in receipt of Direct Payments per 100,000 population. At the end of the 2nd quarter, there were 576 people in receipt of Direct payments, which has resulted in a performance figure of 145.6 for this indicator. This is in excess of the quarter 2 target of 138 per 100,000 population. A significant amount of work has taken place within the Service to promote Direct Payments including a marketing campaign targetted at areas in the County and service user groups where take-up is comparatively low.	
	NI 125	% of people aged 65+ who were discharged from hospital and benefited from intermediate care / rehabilitation living at home 3 months after the date of their discharge	81.00	80.70		80.00		Performance levels have been maintained to the end of quarter 2, with 80.7% of people discharged from hospital remaining at home 3 months after discharge. This slightly exceeds the annual target set for this national indicator (80%). Because this is a new indicator, there is no up to date comparative information available. However, it is worth noting that a national pilot was undertaken in 2007, with average performance for the pilot being 78%.	
	NI 132	Acceptable waiting times for assessments: For new clients (aged 18+), the percentage from where the time from first contact to completion of assessment is less than or equal to four weeks	90.50	90.46		88.00		This indicator measures the percentage of social care assessments completed within 28 days of contact. It is a new indicator for 2008/9 that includes assessments for older people, physically disabled people, people with learning disabilities and people with mental health needs. Performance in the 2nd quarter has exceeded target.	
	NI 141	% of service users (i.e. people who are receiving a Supporting People Service) who have moved on from supported accommodation in a planned way	74.40	68.30		68.00		Indicator has not hit target. The chaotic lifestyles of many of the service users means that performance can fluctuate.	Analysis of placements to be shared with providers to identify ways of maximising positive outcomes. Analysis also to take place of providers that are successful in maintaining placements, good practice to be shared.

Task ref	Task description	Q1	Q2	Progress to date	Remedial Action
CP EAMPC 3.1	Direct payments offer older people and vulnerable adults choice and control. We will carry out a marketing campaign to raise public awareness and increase the take-up of Direct Payments by March 2009.			The 2008/09 Direct Payments marketing campaign aims to meet the stretch target of 150 per 100,000 of the adult population receiving Direct Payments by 31 March 2009. The marketing campaign has targeted areas in the county and service user groups where there is low take up of direct payments. This has led to significantly improved performance with the year end target almost being achieved by October 2008.	
CP EAMPC 3.2	Increasing the numbers of older people in receipt of Council Tax Benefit will impact on this group's quality of life and economic wellbeing. We will work to increase the uptake of Council Tax Benefit through the employment of a specific worker.			Reports have been shared with LAA Partnership in relation to our concerns with hitting this target.	All eight local authorities in the County are involved in a research project with the Department for Work and Pensions (DWP) aimed at increasing the number of older people in receipt of Council Tax Benefit. The project is called Odyssey Live Verification Exercise(OLIVE). The involvement of the County Durham authorities is as a result of negotiation on the part of the DCC Welfare Rights Team. Each local authority has been given a sample of 600 Older People with a potential entitlement to Council Tax Benefit. The people will be contacted by telephone, letter or personal visit to determine their eligibility for Council Tax benefit. The project will run from October-December. The DWP will be producing evaluation of the research project in the new year.
CP EAMPC 3.3	We plan to improve the speed of our response for service users for social care assessments. We are going to do this by focusing our attention in the coming year on occupational therapy assessment targets.			There are currently no referrals awaiting assessment. Performance against occupational therapy and other assessment targets have been achieved. The target for assessments completed within 28 days (NI 132 'Timeliness of social care assessments') has been set at 88% for 2008/9. 2nd Quarter performance is 90.5%	
CP EAMPC 3.4	We will develop a joint Intermediate Care Strategy with the Primary Care Trust. This will make way for improved capacity and the redesign of intermediate care services. The result will be a fair model of service delivery across the County by March 2009.			A multi-agency project group has been established and a project plan has been devised. The first key aim is to overcome the challenge of filling urgent gaps in services. An example of a service development in this financial year is around enhanced therapy and Community Matron input into the Assessment Unit at University Hospital North Durham to help identify people with rehabilitation needs who can be supported at home.	
CP EAMPC 3.5	In line with 'Putting People First', we plan to take forward the personalisation of social care services. To progress this task we will establish a strategic post, develop a policy framework and run a pilot. By the end of March 2009 the pilot will be reviewed.			Project Manager commenced post on 1st August. The project board has been established and project implementation document has been signed off.	